

Quality Assurance Reviews

Medicaid Oversight and Accountability Task Group

Presented by: Melissa Vincent



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Agenda

- Quality Assurance (QA) updates
- Introduction to QA Case Review Form
- Pain point follow-up - countermeasures



Important Dates

- 1/19 - Requesting December case files
- 2/1 - Start reviewing December cases
- 2/15 - Requesting January case files
- 2/26 - December results to eligibility sites
- 3/1 - Start reviewing January case files



QA Operational Details

- Operational Memo outlining eligibility site responsibilities is forthcoming
 - Instructions will be emailed to site contacts until memo is issued
- QA sample size = 120 per month
 - Approximately 1-4 cases per eligibility site
 - Sample size will increase over time



Case Review Form

- Used by QA to track the outcome of individual case reviews
- Covers all eligibility factors for all Medical Assistance groups
- Data will be used to measure accuracy





Questions?



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Pain Point Countermeasures

- HCPF facilitated three Pain Point gathering sessions:
 - Case Comments
 - LTSS
 - MA Policy
- Two of the three are in the phase of Countermeasure development



What is a “Countermeasure”?

- “Countermeasure” is a Lean term that refers to a plan to *counter* what is causing the pain.
- Countermeasures address the root cause of the pain to eliminate or reduce the problem.
- A countermeasure is not a solution, it is something to be tested as a solution.



Pain Point Countermeasures

- Case Comment Countermeasures:
 - Memo with guidance on minimum requirements
 - SDC Training and CBMS Communication
 - Currently finished gathering the requirements against CDHS programs, next will draft the memo and meet with SDC
- LTSS Countermeasures
 - Pain Points grouped by affinity
 - Identified some projects in the works for LTSS
 - Pain points will be used in drafting project requirements
 - Identifying other pain points needing addressed not included in upcoming projects.





Questions?



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Contact Info

Melissa Vincent
Eligibility QA Supervisor
Melissa.vincent@state.co.us



Thank you!



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